Abbeyfield
Where older people find care in housing

Oxenford House

Service User Guide

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Summary of Statement of Purpose

Oxenford House is a specially designed and built care home for the elderly. We aim to provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere. Our luxury 25 bedroomed accommodation - (some ensuite) offers all the facilities to ensure comfort and care.

Nurse call systems and fitted in all bedrooms along with T.V & Telephone points. Bathrooms are fitted with a Parker assisted bath. An 8 person shaft lift provides easy access to upstairs bedrooms.

The General Manager is Paulene Shaw who is a qualified nurse with many years of experience in elderly care, both in managing nursing and residential homes. Paulene has her Registered Manager's Care Award.

The group of Senior Carers are mostly trained to Level 3 NVQ status or equivalent and indeed the plan is to have all of our care staff trained to Level 3 in the near future.

All Residents needs are met in a friendly and efficient way, we strive to preserve and maintain their dignity, individuality and privacy, we are always sensitive to ever changing needs.

A wide range of activities are organised by staff on a daily basis, residents are also encouraged to pursue their own hobbies and interests.

Friends and relatives are welcome to visit at any time on any day.

We aim to make every residents stay as homely and comfortable as possible

Financial Arrangements and Fees

We are committed to providing value for money within our comprehensive and caring service:

The fees charged are dependent on:

1. the type of facility required, and
2. the type of care package and needs of the individual resident

Depending on the personal financial situation, a resident can either pay the fees privately or receive benefits arranged by social services.

The current rules can be complicated and specific advice is available from the Home Manager, local Social Services Department & Age Concern.

Fees - What is included

- Fully trained staff in 24 hour attendance
- Good Home Cooking
- Provision for Special Diets
- Laundry Service
- GP visits when required
- Call System
- Full Central Heating
- Manicure and Hand Massage
- Aromatherapy & Reflexology
- Physiotherapy

Fees – What is not included

- Dry cleaning
- Weekly visits from the hairdresser to the home
- Telephone calls – payphone available in foyer
- Chiropody
- Daily Newspapers

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the management has a responsibility to all the Residents with regard to Health and Safety. Also as to their choice to have animals within the home. This is not to say we do not permit pets, the General Manager will however treat each case dependant on need and the amount of pets already at the home so residents who wish can have their 'pet petting session'.

Medication

If a Resident wants to be self-medication and is safe to do so then all help and advice is given. Otherwise all drugs will be managed by the Team Leader and dispensed and ordered for them under the instructions of the Doctor. Any Resident may request to see a doctor in private if they wish. Relatives are asked if they wish to provide Homely Remedies, these must be discussed first with the General Manager prior to bringing any medication into the house in line with House Policies.

Telephone

The home has a phone, which can be used by the Service Users for incoming calls in the privacy of their own rooms. It can also be used for outgoing calls at a nominal fee. Service Users may have their own private line through British Telecom at the going rate.

Meals

Menus are varied and favourite dishes and special diets can be catered for. Residents are encouraged to eat in the dining room but may eat in their own room if this is their choice.

Tea, coffee and other hot drinks are served and available 24 hours a day, visitors are also catered for if they have travelled a distance. Facilities for hot and cold drinks at any time of night or day by the residents or visitors is available in the first floor sitting room.

Leaving or Temporarily Vacating

If a person wishes to be discharged from the Home, then 4 weeks notice must be given of this intention, or 4 weeks fees paid in lieu of notice. These conditions are one week during the trial period. If a Resident temporarily moves out of the Home (e.g. to receive hospital treatment) the room is retained, provided the complete fee is paid. In the case of social work funded Residents, this retention period would be reviewed by the General Manager. A complete copy of the Licence Agreement is available from Administrator in advance of any placement.

Complaints

If as a Resident, relative or visitor, you feel that there is cause for complaint, you should first discuss the matter with the General Manager. If the matter is in your opinion, a serious one, or if you remain dissatisfied, you can record the complaint in writing to the Chairman Dr D Dendy (Oxenford House). A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.

If after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact CSCI on 0845 015 0120 & 0191 233 3323.

A copy of Oxenford House complaint procedure is on display and can be made available on request at the office. All complaints are dealt with at the house, as we are an Independent Society and not managed by the Abbeyfield Society.

Residents Questionnaire

Every year a detailed Residents questionnaire is completed and a copy of this is available in the office, with a report on the outcomes and action plan.

Bereavement

In the unfortunate event of bereavement, the family can expect every possible support and consolation from all staff and the General Manager or Deputy Manager are always available for you to talk to at this sensitive time.

Whereas funeral arrangements are usually made by the next of kin, the General Manager can be relied upon to assist and explain what is required. Where there is no next of kin, the staff will attend to the necessary arrangements in line with the Residents wishes.

Contract of Residence

THIS AGREEMENT Is between Oxenford House

And **"THE SERVICE USER":……**

Room Number:……

Residence and payment of Care Fees:

1. Upon payment of the weekly charge as hereinafter defined in paragraph 2, Oxenford House undertake to provide accommodation, food, light, heat, laundry and all the necessary personal care as would normally be required by a Service User of a Care Home.

2. The monthly charge shall be the initial sum of £ per month paid one month in arrears by cash, cheque or bankers order which it is agreed shall cover the provision of all services referred to in clause 1 above subject to review. There will be no extra charges. The monthly charge shall remain unchanged unless one months written notice is given by Oxenford House to the Service User or this agreement is jointly amended by all parties hereto.

3. Oxenford House undertake to maintain a standard of care as required by Registration Authority. If an occasion should occur where a complaint or query arises the Service User is referred to Oxenford House written procedure for dealing with complaints. If the complaint is not resolved, the Service User may wish to refer to the: National Care Standards Commission:

4. This agreement shall continue in force until terminated by either party giving to the other written notice four weeks before termination. Should the Service User leave the home without giving the required notice, payment of fees in lieu of notice at the normal or revised weekly rate will be required.

5. The first four weeks of admission shall be regarded as a trial period for the benefit of the Service User and Oxenford House .

6. Oxenford House will be the abode of the Service User. Should a Service User at any time require hospital treatment or be otherwise temporarily absent from the Home, Oxenford House will retain the accommodation for eight weeks at a weekly charge of 80% of the current fees, after which time the full fees may be charged, unless four weeks termination of contract is given by either party to the other.

7. In the event of death of the Service User, any fees outstanding for Service User's will be charged to their estate. Third parties who agree to meet Service User's fees in whole or part must sign below to this effect before the said person becomes a Service User.

Contract of Residence

8. Oxenford House may give notice to the Service User of termination of this agreement as outlined in clause 4 above, requiring the Service User to leave the Home under the following circumstances:

    a. Non-payment of fees

    b. If, having consulted the Service User and taken advice from the appropriate member of the primary health care team, e.g. GP, Consultant Specialist or Social Worker concerning the present and future care needs of the Service User, Oxenford House are no longer able to meet the Service User's needs.

    c. Any circumstances or behaviour which Oxenford House feel may be seriously detrimental to the Home or welfare of other Service Users.

9. Fees will be reviewed from time to time as determined by Oxenford House . Any increase in the fee will be as a result of inflation, or any other increase in overheads or operating costs which Oxenford House experiences for the provision of additional care and service or as a result of statutory provisions coming into force after the date hereof.

Medical and Personal Requirements:

10. The Service User shall from his/her own resources provide (other than medication by prescription), hairdresser, newspapers, clothing, toilet requisites and other items of luxury or personal nature. Telephone calls will be charged at the current domestic rate.

11. Service Users will be required, before taking up residence, to provide information to Oxenford House on the state of their health, any treatment required and the name of the medical advisor and complete all necessary consent forms in respect therefore including Access to Medical Record Act Forms.

12. The Service User or, where appropriate, his or her representative may request Oxenford House take charge of and dispense all the Service Users prescribed medications. If a Service User elects to retain and administer his or her own medication it must be kept in a secure place

Personal Effects and Personal Mobility:

13. Service Users are free to journey out alone, however, Oxenford House cannot accept responsibility for a Service User's safety away from the Home unless the journey and any necessary supervision were arranged by the Home.

14. All electrical items brought by Service Users on admission or during occupation of the Home shall be first inspected as to their safety by Oxenford House before their use.

15. At the discretion of Oxenford House items of furniture may be brought in by the Service User subject to inspection as to condition and defects liable to render the article unsafe or unfit. Transportation insurance and eventual removal of such items shall be the Service User's responsibility or that of the executors.

Contract of Residence

Insurance:

16. Oxenford House is insured at the rate of £…… per person for valuable effects left in the Service User's rooms. All items over £…….. need to be itemised, but insurance does not extend to Service User's cash securities and other monies.

17. All valuable assets must be declared upon admission for insurance purposes. Safekeeping can be arranged at Oxenford House.

Contract of Residence

In the Event of an Emergency:

18. The Service User is asked to supply the following information to assist the staff in the event of an emergency or termination of accommodation:

    a. Name, address and telephone number of next of kin:

……
……
……

    b. Any Social or cultural traditions that the Service User requires to keep:

……

……

Status of the Home:

19. Oxenford House is registered as a Care Home with the National Care Standards Commission:

SIGNED: ……
For and behalf of Oxenford House

DATE: …….

SIGNED: ……. Service User

DATE: ……..……

In the case of a Service User whose fees are paid in whole or part by a third party the undersigned appointee, representative or next of kin hereby agrees to pay any outstanding arrears arising up until termination of this Agreement.

SIGNED: …….

CAPACITY: ……..

ADDRESS: ……..

……..

……..

DATE: ……

Oxenford House	FORM No:	
	ISSUE No:	
SERVICE USER SATISFACTION QUESTIONNAIRE:	ISSUE Date:	

Question	Please Tick		Comments
	Yes	No	
Do you feel happy at Oxenford House.			
Do we meet all your needs.			
Are there any changes you would like to see.			
Do you have enough to eat.			
Do you have enough choice of meals			
Are your meals cooked to your liking			
Are the meals presented nicely			
Do you feel you have enough assistance with anything you need			
Do you feel the staff are always close at hand at all times to help you.			
Do you join in any of the following activities:			
Bingo			
Reminiscence			
Dominoes			
Knitting			
T.V.			
Going for Walks			
Quiz			
Would you like any other activities, we would welcome any suggestions.			
Would you like to organise a Day Trip			
Are your visitors made to feel welcome			
Are they offered refreshment			
Are you happy with the Laundry Service			
Are you happy with the following Services:			
Hairdressing Service			
Chiropody			
Audiologist			
Manicures			
Dentist			
Are there any changes you would like to see at Oxenford House			

Thank you for completing this questionnaire.

Name:…….. **Date:……**